

Why work with PSS?

At Performance Support Systems, we understand the life and business of consultants, coaches, trainers and speakers because we've been there. We're committed to helping you build your business with tools that positively impact your clients *and* your bottom line.

The vision at PSS has always been ***helping people become stronger for life and work***. Our goal since 1987 has been to give individuals the resources they need to discover their strengths, identify one or two KEY areas for development, and implement strategies for achieving higher levels of performance.

Our three owners, Dennis E. (Denny) Coates, Ph.D., Meredith Bell, and Paula Schlauch, have worked together for almost 20 years and are passionate about this purpose.



Paula Schlauch, Denny Coates, Meredith Bell

What's the source of our passion? Denny and Meredith spent many years as management consultants, and we delivered training programs to thousands of people in hundreds of organizations. While our clients were delighted with our services, we discovered that our programs didn't seem to have long-term impact on workplace performance. While participants left committed to applying the skills they learned, the familiar patterns re-surfaced under the day-to-day pressures of the job – and the new skills were usually discarded. ***That's why we created ProStar Coach.***

What Consultants say about us

During the past 16 years, we've worked with hundreds of consultants who've used and sold our survey software. Here's a sampling of their comments...



"I've had the pleasure of working with Performance Support Systems for 11 years. I feel like they are my true partners. They offer support, cutting edge marketing materials, and whatever it takes to ensure my business and customers' needs are met. They care, they're there when I need them, and they operate with the highest of integrity. PSS is a company comprised of people whose values and ethics are aligned with mine."

Elizabeth Fried, Ph.D.

N.E. and Associates, Inc., Carlsbad, CA

<http://nefried.com>



"If you are looking for an organization that really walks the talk, providing you and your clients with rock-solid support, imaginative and spot-on marketing material, and strategies to help you be successful in your business...this is it. I have worked with the team members at Performance Support Systems for 15 years, and they have never disappointed me. They provide the real, solid support that we expect from long-time friends, not our vendors. They have, indeed, become very valued friends who share a common goal of providing world class service. PSS is the epitome of the client-centered, high-integrity, high-support company with world class products. ***You could look for a lifetime and not find its equal.***"

Bud Cummings

Professional Development Associates, Abilene, TX

<http://prodevelop.com>



"I value my relationship with PSS over the past 15 years. It's very important to me that I work with firms that have integrity and are on the leading edge of both thought and technology. I found both at PSS. When your name and reputation are on the line, you want to align yourself with the best and with those that support your highest success. PSS is such an organization."

Corliss McGinty

Soft Solutions Consulting, Greensboro NC

<http://softsolutionsconsulting.com>



"PSS has always been available when I've needed assistance. Their values match up with mine – honesty, integrity, service, kindness, with smiles. I want partners who shoot straight, who tell the truth, who know what they're talking about, and who are willing to invest in building a solid relationship with me. PSS meets the test in every area."

Mel Nelson

Executive Management Systems, Inc., Fargo, ND

<http://www.executivemanagementsystems.com>



"As a consultant, I strive hard to provide clients with the best possible services and products. Although we have partnered with a number of firms across the past 20 years to help us serve our clients, PSS is the only partner who has consistently come through in the clutch. Their responsiveness is incredible. They make our problems or issues their problems, and they resolve them as if we were their only client."

Chris Reilly, Ph.D.

Sperduto & Associates, Inc., Atlanta, GA
<http://www.sperduto.com>



"Working with PSS for the last 15 years has been delightful. I have worked with a number of publishers throughout my 30 years of consulting, and PSS is the best of the best at providing marketing support. Meredith works diligently to create new marketing materials and to offer innovative marketing ideas to help grow our business."

Barbara Stennes

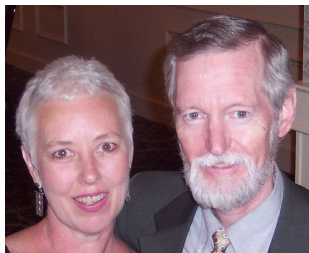
Resources Unlimited, Johnston, IA
<http://www.resourcesunlimited.com>



"We have worked with PSS for over 14 years and in that time have built up a very strong and trusting relationship – one that we value greatly. We have always felt there is a shared set of values between our companies. A strong service ethic, high responsiveness and a real commitment to finding mutually beneficial solutions. PSS see our business as their business. They are always on hand to provide valuable sales, marketing and technical advice. We are proud to work with PSS and take great confidence in knowing that they are truly on our side."

Andy Clare and Graham DaCosta

Shine, Welwyn, Hertfordshire, UK
<http://www.shinefeedback.biz>



"More than a dozen years into our relationship with PSS, its dedicated staff members are like 'family' to us. All of the employees are reliable, efficient, extremely responsive to our needs and to the needs of our customers. We could not be more pleased with the support we get from the PSS staff! Having considerable experience with joint venturing with other businesses for over 25 years, we are consistently impressed with the level of communication from PSS and its integrity."

Dennis LaMountain & Camille Harris

LaMountain & Associates, Richmond, VA
<http://www.lamountaincoaching.com>



"In the past 13 years, not only has PSS played a significant role in my business but they have also become friends. With many vendors you are just one of many, and the relationship is just a transaction. Not so with PSS. For example, when my wife had surgery, they were in touch with me asking how she was doing. They're interested in you as a person. They also see you as a business partner, but not what I could do for them. Instead, it's what they can do for me."

Mark Spool, Ph.D.

Management Development Solutions, West Chester, PA

<http://mdsconsultants.com>



"We have been doing business with PSS since 1994. Fortunately for us, the value of this long-term relationship has increased each year. They are the epitome of 'practice what you preach.' We have had many suppliers over the years, and PSS ranks at the very top in the way they listen to and address our specific needs with understanding and incredible support. We can say without hesitation, they are truly a partner in our business."

Bill Ring and Cynthia Watson

Trayner Corporation, Holliston, MA



"I trust the entire PSS team – they operate in joy. They act with integrity, care, professionalism, kindness and are as eager to serve and deliver high value as I am. I see PSS support as a true partner. I've called PSS with no advance planning and confidently put them on the speaker phone in my Fortune 100 corporate client's office to discuss questions, ideas and information related to the customer's need. They are truly knowledge partners in the sales process."

Suzie Price

Priceless Professional Development, Marietta, GA

<http://www.pricelessprofessional.com>



"We have worked with PSS for more than 10 years, and I have had the pleasure of interacting with Meredith and all the support staff. They have always returned my calls quickly and courteously, especially when I've been in a 'crunch.' There is no substitute for this kind of human support in this impersonal technological age, particularly when so much is at stake for the high-level teams we work with. We at CEI truly value our relationship with PSS and look forward to many more years of quality innovations and support."

Neal Larsen Palmer, Ph.D.

Communication Excellence Institute, San Dimas, CA

<http://www.talk2cei.com>